



Employment/Disability Insurance Program Representative

HRA18

4699 – 9233 – 8HRA101 – Disability Insurance Program Representative

4699 – 9194 – 8HRA102 – Employment Program Representative

Department(s): Employment Development Department
Opening Date: 9/21/2009
Final Filing Date: Continuous
Type of Examination: Departmental Open
Salary: Monthly-Ranged-Salary - \$2,817.00 - \$4,256.00
Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Life Experience Questionnaire at any time.

Once you have taken the Life Experience Questionnaire, you may not retake it for 12 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, Examinations Unit at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

SALARY INFORMATION

\$2,817.00 - \$4,256.00

ELIGIBLE LIST INFORMATION

Open, merged eligible lists will be established for the Employment Development Department. The names of successful competitors will be merged onto the eligible lists in order of final scores regardless of test date. Eligibility expires eighteen (18) months after it is established.

Once you have taken the examination, you may not retest for twelve (12) months.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

OR III

Completion of 60 semester units or 90 quarter units of college course work. And

Two years of public contact experience providing services or information.

OR IV

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

POSITION DESCRIPTION

JOB SERVICE (JS)

The Employment Program Representative (EPR) in JS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the onestop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assist job seekers in meeting their employment goals or refer customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

UNEMPLOYMENT INSURANCE (UI)

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI)

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office,

managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, policies, and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

EXAMINATION INFORMATION

LIFE EXPERIENCE QUESTIONNAIRE – Weighted 100%

The examination for Employment Program Representative and Disability Insurance Program Representative consists of a Life Experience Questionnaire, weighted 100%, and will be scored instantly. To obtain a position on the eligible list, a minimum score of 70% must be received.

[Click here to preview the Life Experience Questionnaire.](#)

The examination and hiring interview may evaluate the following areas:

KNOWLEDGE AND ABILITIES

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to all members of the community and be sensitive to their issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

Some positions for the class of EPR are funded specifically to perform specialist duties for the Veterans Employment Services Specialist (VESS) or the Veterans Workforce Specialist (VWS). Due to federal hiring criteria, EDD is required to hire VESS or the VWS in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – spouse as defined in Title 38, United States Code, Section 4101.

Applicants who meet the criteria for VESS or the VWS positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e., United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

State Personnel Board
801 Capitol Mall
Sacramento, CA 95814
1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specifications [here](#) and [here](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of

Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Life Experience Questionnaire. At the end of the Life Experience Questionnaire, it will be instantly scored.

[Click here to go to the Life Experience Questionnaire.](#)